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Border Operations Centre

Manager's office

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The Border Operations Centre (BOC) operates a 24/7 centralized monitoring and coordination hub for reporting events and issues which affect the Canada Border Services Agency (CBSA or agency). The BOC keeps senior management apprised of emergent and day-to-day operations through routine and ad-hoc situational reporting such as the Significant Event Notifications, the *CBSA Today*, and by maintaining the Operational Calendar. These products aid in maintaining a "no surprise" environment for decision-makers. The BOC has contact information for the duty executives of each branch and region, and can contact them 24 hours a day in case of emergency. The BOC also provides field support to the frontline staff in Canada and abroad by performing database checks and providing after hours support for headquarters Enforcement and Intelligence Operations Directorate.

Event management

CBSA managers are encouraged to [report significant events](#), as outlined in the [Incident Reporting Criteria](#), to the BOC while respecting regional reporting protocols that are in place. The Incident Reporting Criteria is a list of 24 types of events that are required to be reported to the BOC, and includes definitions, thresholds for reporting, examples, and information requirements.

During a significant event, the BOC functions as the primary channel through which agency stakeholders, other federal operations centres, and offices of primary interest (OPI) communicate plans and outcomes. In this capacity, the BOC facilitates situational awareness through timely and effective communication between the regions, duty executives, and the OPI.

A Regional Operations Centre (ROC) is activated at the request of the Regional Director General, in response to particularly important or significant events. Once activated, a ROC serves as a pathway for communication

between the BOC and the respective region(s).

BOC event management products and processes

CBSA Today: The *CBSA Today* is prepared using non-urgent, operationally significant, information that has been reported to the BOC, including: details of significant enforcement actions, information technology outages, infrastructure and asset issues, communications highlights, and input from enforcement divisions. The *CBSA Today* is sent to management across the agency each business day at 8:30 eastern time.

Significant Event Notifications (SEN): Details of reported events with significant impact or scope, and which require immediate notification of senior decision-makers and impacted stakeholders are distributed via a SEN. When required, the decision to distribute a SEN is made in consultation with the on-duty branch duty executive (BDE) for the affected branch. A [tailored distribution list](#) exists for each IRC category so that notifications are sent to the appropriate CBSA stakeholders.

Situational reporting: During large events or emergencies, the BOC will establish a reporting schedule and distribute situational reports to keep stakeholders apprised of operational and media issues.

Operational Calendar: Senior management members across the CBSA have access to the shared Operational Calendar in Outlook. The BOC populates the Operational Calendar with short assessments of upcoming events and their possible impacts. The International Events and Exercise and Situational Response Planning sections also populate the calendar with events relative to their mandates, such as the arrival of dignitaries or CBSA exercises. Senior management can consult the calendar to view upcoming events.

Border alerts: When there is a significant service disruption at one of the busiest 26 land ports of entry, the Border Alert program allows for dissemination of notifications to a members of the public who have pre-registered to receive them. The BOC consults with the impacted BDE prior to activation of the alert.

Issues management: The Issues Management (IM) process enhances the agency's situational awareness, allowing for well-coordinated and informed responses to issues affecting the agency. The daily IM teleconference is held on regular working days at 0815 ET, and is attended by duty executives and key stakeholders from all branches. Duty executives on the call bring forward for discussion emerging issues within their respective branches.

Operational support

The BOC is responsible for providing urgent and imminent field support to frontline officers and other agency personnel. This support includes the creation of Lookouts and conducting system database checks, in support of operational personnel. The BOC is also responsible for providing after-hours support to the Enforcement and Intelligence Operations Directorate. The following list is not exhaustive, but covers the BOC's largest operational support business lines:

- **National Security Screening Division (NSSD) Lookout support**

- The BOC supports operational personnel during encounters with travellers subject to NSSD Lookouts by searching secure CBSA systems, relaying available information, and establishing contact between front-line officers and Lookout owners, as required.

- **Intelligence Operations Analysis Division (IOAD) Lookout support**

- The BOC supports operational personnel on behalf of national Enforcement and Intelligence when subjects of Headquarters IOAD or partner agency Lookouts are encountered. The BOC conducts searches of CBSA secure systems, relaying available information and facilitating communication between operational personnel and Lookout originators.

- **IBQ-IMS**

- An agreement was signed between the regions and the Border Operations Centre; which enables port of entry officers to contact the BOC to request further intelligence/information when an Integrated Border Query (IBQ) – Intelligence Management System (IMS) hit is encountered after-hours. The **after-hours** periods are set by each region. Please note that regional intelligence officers are to be contacted during regular business hours.

- As per the agreement, effective November 12, 2012, when an Integrated Border Query (IBQ) results in a hit on an IMS file, after advising the port of entry (POE) superintendent on shift, the border services officer (BSO) can contact the BOC for further information, at: [Personal Info.](#) or [Personal Info.](#) (French line).

- **Our Missing Children (OMC)**

- As a 24/7 operational entity, the BOC supports the IAOD by monitoring the OMC inbox outside of regular business hours and responding to urgent requests or information. In addition, the BOC is responsible for taking action on Amber Alerts, issuing ICES Lookouts, and alerting local enforcement and intelligence personnel.

- **International network**

- The BOC provides after-hours support to CBSA liaison officers (LOs) abroad on behalf of the CBSA Strategic Policy Branch, International Policy and Partnerships Directorate, International Operations Division (IOD). Outside of regular business hours, the BOC completes database checks and information requests received from CBSA LOs and liaison officer assistants (LOAs). The BOC supports LOs through issuance of short-term Lookouts and alerts requested on an urgent basis after-hours. Additionally, the BOC facilitates the reporting and dissemination of information from the international network to impacted stakeholders across the CBSA. 24/7 Canadian Police Information Centre and National Crime Information Center support is provided to all LOs.

- **Wanted by the CBSA**

- The BOC receives and disseminates regional reports concerning the apprehension and removal of clients identified on the "Wanted by the CBSA" list. Please refer to the following link which outlines the [Wanted by the CBSA Standard Operating Procedures](#).

- **President's office**

- The CBSA President's office (PO) is the single agency point of contact for the Minister's office (MO), central agencies, deputy ministers, and other sources. The BOC receives and triages calls on behalf of the President's office after-hours, acting as a point of contact from 1700 to 0730 ET, Monday through Friday, and all day on weekends and holidays.

Photo gallery



Contact information

Border Operations Centre

Telephone: [Personal Info.](#) | MITNET: [Personal Info.](#)

Fax: [Personal Info.](#) | Secure fax: [Personal Info.](#)

Mobile: [Personal Info.](#) | BlackBerry Messenger Enterprise: EF056B4F

Supervisor mobile: [Personal Info.](#) | Supervisor BlackBerry Messenger Enterprise: EF07B4F9

E-mail: boc-cof@csba-asfc.gc.ca

Video teleconference: [Personal Info.](#)

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